

>join in!

It's survey time!



Get the info!
NEW DEVELOPER RESOURCES

Emma Lewis

Welcome to RGS insite issue 24

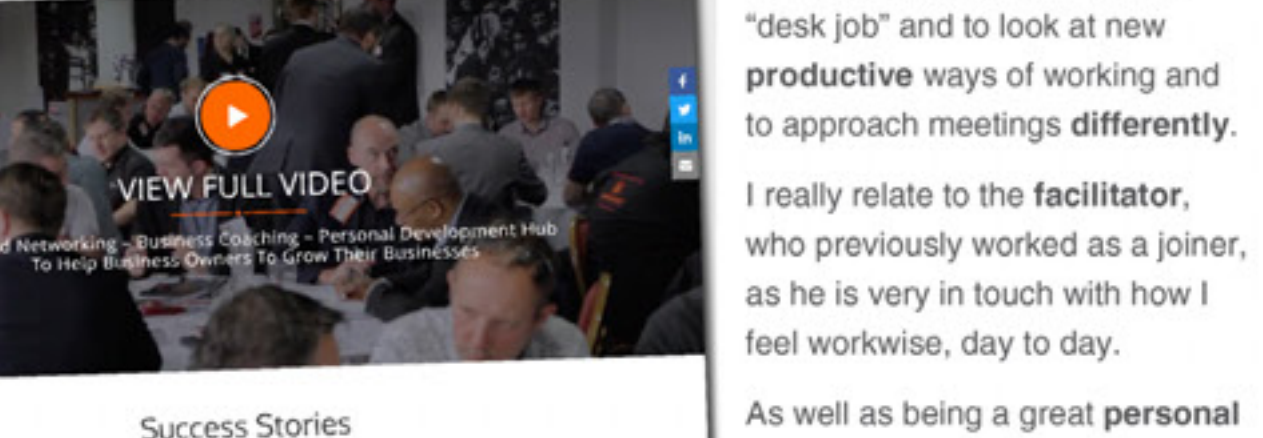
Our regular newsletter celebrating more than a decade of drilling, keeping you up to date with RGS and industry news.

Rogers Geotechnical Services Ltd are site investigation specialists offering ground investigation and geotechnical services to developers, builders, structural and consulting engineers, architects, insurance companies, local authorities, piling and foundation engineers, private individuals and other geotechnical consultants.

Networking pays dividends

This is a challenging period across the industry as the UK economy awaits the impact of the **General Election** and the effects of Brexit negotiations.

With this in mind, RGS Managing Director **Emma Lewis** has been out and about networking, learning and expanding and strengthening our business contacts at energising events, including those organised by **The Trades Hub**.



TRADESHUB The Business Success Academy

RGS MD **Emma Lewis** said,

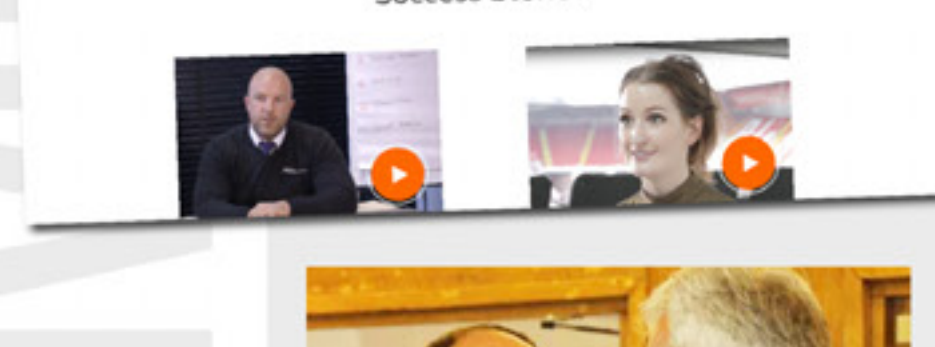
"This networking hub is really helping me to regularly take a break from my "desk job" and to look at new **productive** ways of working and to approach meetings **differently**.

I really relate to the **facilitator**, who previously worked as a joiner, as he is very in touch with how I feel workwise, day to day.

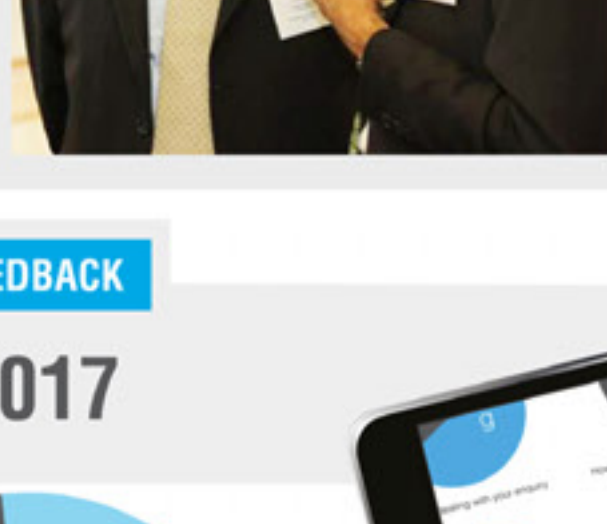
As well as being a great **personal development opportunity**, I am also networking effectively with our suppliers and improving and **strengthening** our supply chain.

It has also opened up cost-effective **online networking opportunities**. For example, there is a **virtual PA** who offers ad hoc admin support, which can be bought by the hour as and when we need it.

So it's **working well** for both me and the company generally - **good news!**"

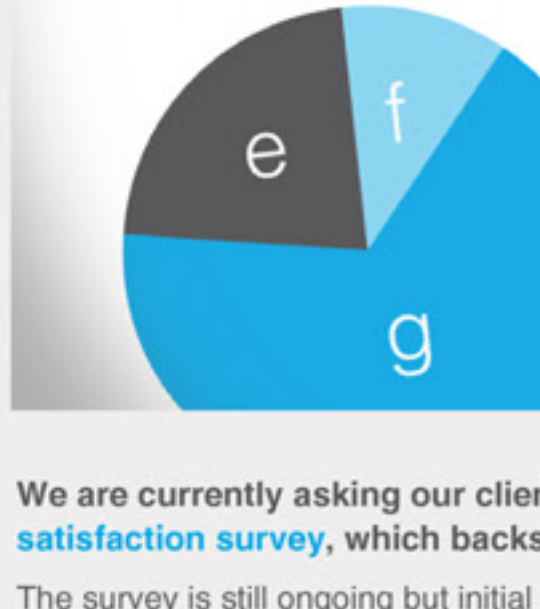


Success Stories



CUSTOMER FEEDBACK

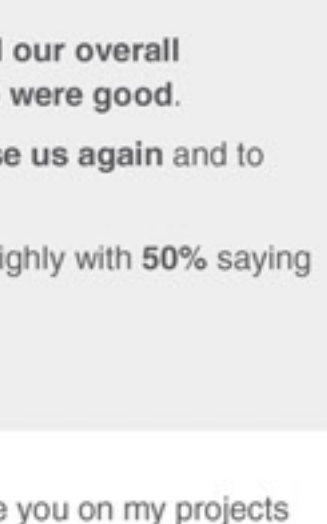
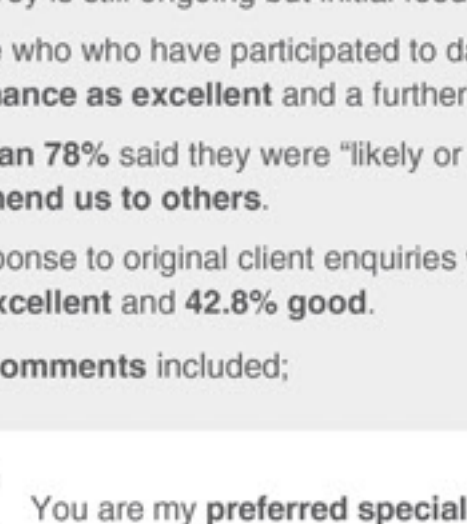
Survey 2017



How would you rate our lead-in time?



How well did we understand requirements and reflect this?



We are currently asking our clients to complete our latest **customer satisfaction survey**, which backs up the feedback collated last October.

The survey is still ongoing but initial feedback shows:

Of those who have participated to date, **42.8% rated our overall performance as excellent** and a further **35.7% said we were good**.

More than 78% said they were "likely or very likely" to use us again and to recommend us to others.

Our response to original client enquiries was also rated highly with **50%** saying it was **excellent** and **42.8% good**.

Client comments included;

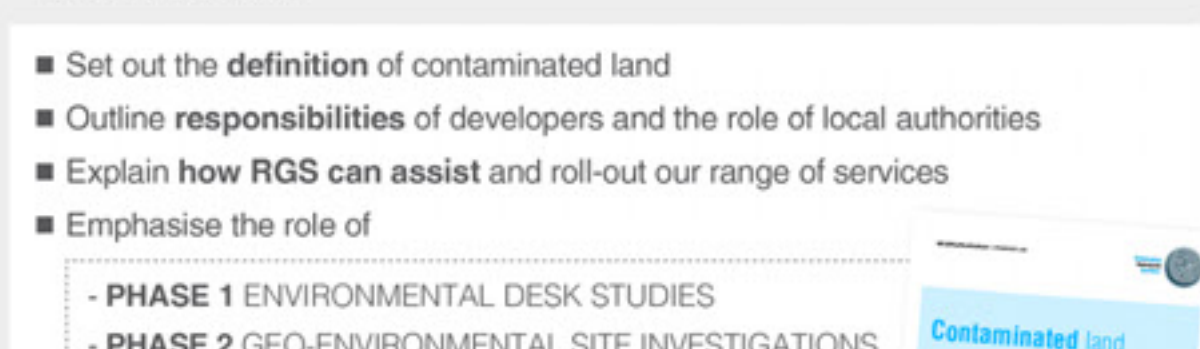
"You are my preferred specialist and I promote you on my projects and elsewhere whenever I can.
Very professional service throughout."

There were also a number of positive suggestions regarding ways to enhance communication with our clients which RGS will be taking on board.

To take part, simply [click here](#).

DEVELOPER RESOURCES

Contaminated land



Currently, there has never been a greater need to carry out **professional site investigations** prior to development.

Many new developments are now field sites. These sites are challenging and require thorough ground investigations.

The right site investigation can, in many cases, lead to project **cost savings** in the longer term by allowing contractors to foresee problems, make **decisions** about remediation and proceed with all the **facts** and information relevant to the project and budget available.

To help clients and guide them through the process, RGS recently produced the first of a series of leaflet resources, focused on **decontaminating land**.

This leaflet aims to:

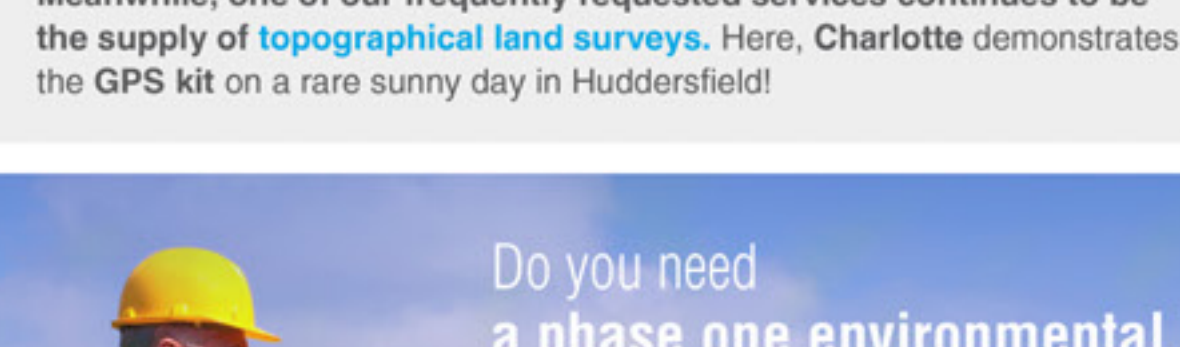
- Set out the **definition** of contaminated land
- Outline **responsibilities** of developers and the role of local authorities
- Explain **how RGS can assist** and roll-out our range of services
- Emphasise the role of
 - PHASE 1 ENVIRONMENTAL DESK STUDIES
 - PHASE 2 GEO-ENVIRONMENTAL SITE INVESTIGATIONS
 - PHASE 3 REMEDIATION STRATEGIES
 - PHASE 4 VALIDATION/VERIFICATION REPORTS

[Click here](#) to download the leaflet.



SPOTTED IN MAY

Survey in the sun



Meanwhile, one of our frequently requested services continues to be the supply of **topographical land surveys**. Here, Charlotte demonstrates the GPS kit on a rare sunny day in Huddersfield!

Do you need a phase one environmental desk study report?

RGS STANDARD RGS PREMIUM

Contact us for more details and to discuss your options for this service.

STAFF NEWS

Farewell to Poppy

RGS prides itself on working very closely with local schools and colleges and we offer regular **work placement opportunities** to students interested in pursuing a career in site investigation.

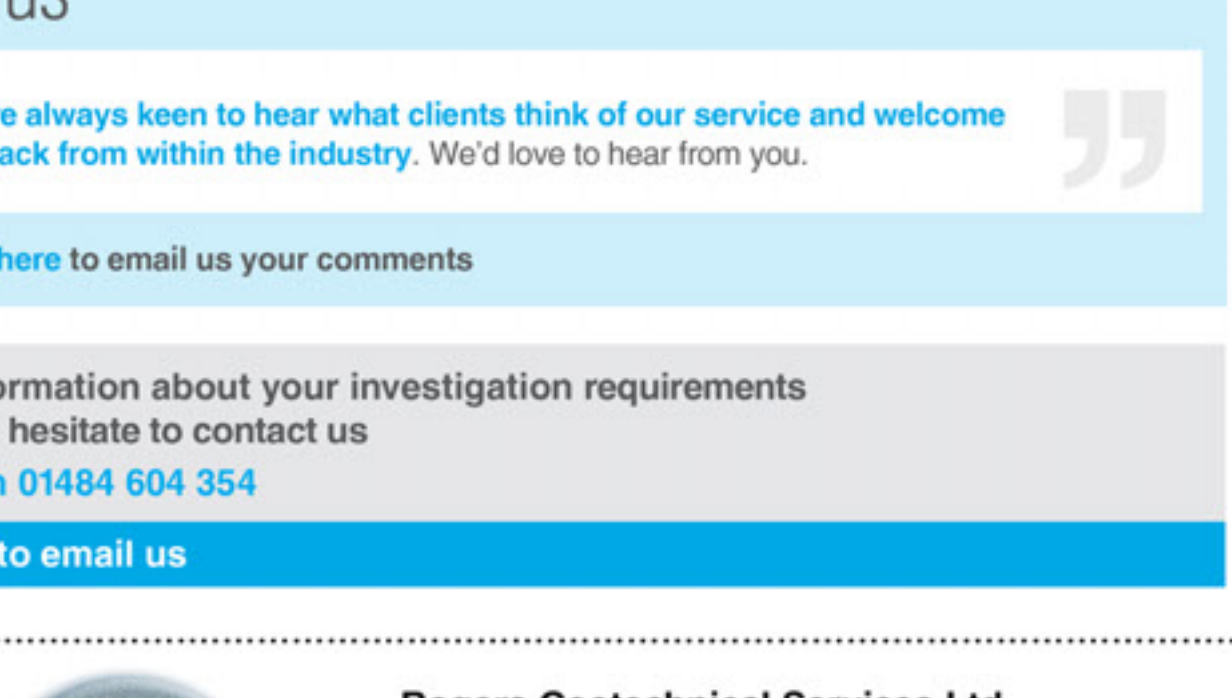
Many students return time and again while at university, spending their holidays gathering even more **knowledge and experience**.

Earlier this month, RGS said goodbye to **Poppy Tuck** who has volunteered two days a week since September. She now heads off to complete her **Masters in Applied Geotechnics** at The Camborne School of Mines.

RGS MD **Emma Lewis** said,

"We hope to see Poppy again soon but anyone with such a high level of **commitment, positive attitude** demonstrating a **proactive approach** like this will be going a long way in life!
Good luck Poppy and thank you for your hard work!"

RGS CALENDAR JUNE



[Click here](#) to download your RGS calendar for June

CLIENT FEEDBACK

Talk to us

"We are always keen to hear what clients think of our service and welcome feedback from within the industry. We'd love to hear from you."

[Click here](#) to email us your comments

For more information about your investigation requirements please do not hesitate to contact us

Telephone on **01484 604 354**

or [click here](#) to email us